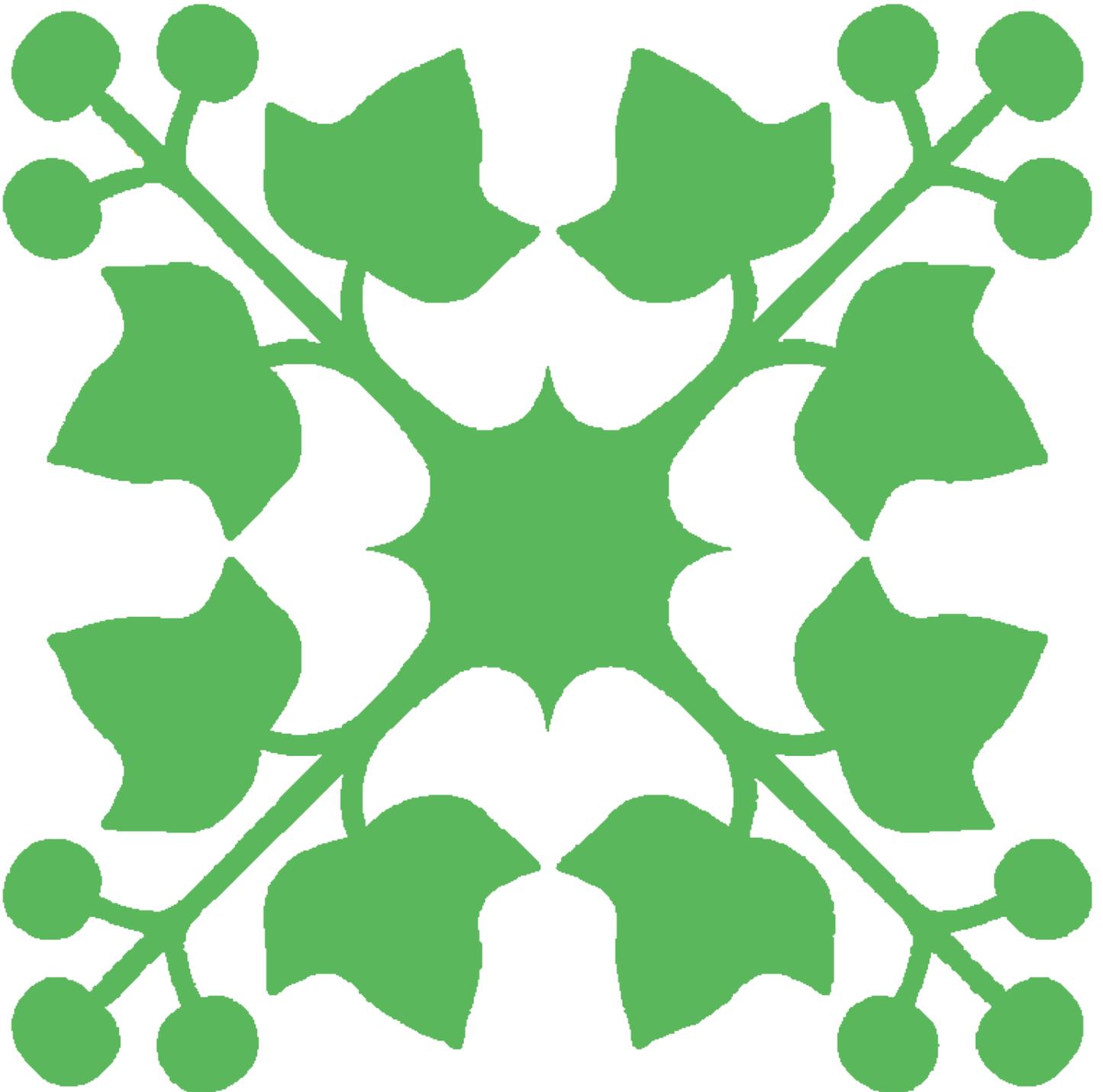


# A Handbook for Hawai'i's Workers

*Providing help and information to Hawaii's workers and their families*



## **Disclaimer**

Web site addresses for information created and maintained by other public and private organizations are included to enhance public access to information. Please be aware that we do not control or guarantee the accuracy, relevance, timeliness, or completeness of this outside information. Further, the inclusion of these references is not intended to reflect their importance, nor is it intended to endorse any views expressed or products or services offered by the author of the reference or the organization operating the server on which the reference is maintained.

State of Hawai‘i  
LINDA LINGLE, GOVERNOR



**March 2009**

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### MESSAGE FROM GOVERNOR LINDA LINGLE

I am pleased to present this “Handbook for Hawaii’s Workers”, created by the State Department of Labor and Industrial Relations (DLIR). The DLIR is responsible for ensuring the economic security and well-being of Hawaii’s workers. During times when the economic environment places challenges on our workforce, it is critical that our workers and their families are aware of the essential services that the DLIR has to offer. This Handbook is designed to help you (or, someone you may know), cope with the loss of a job by providing information to take care of yourself, your family, your health insurance, finances, and other needs. It also contains information that can aid in your job search and becoming employed again.

The DLIR has a Rapid Response Team in place that is ready to help dislocated workers and others obtain unemployment and job placement assistance. In addition to staff from its Workforce Development and Unemployment Insurance Divisions, the Rapid Response Team has joined forces with the Departments of Human Resources Development, Human Services, Business, Economic Development and Tourism, and Hawaiian Home Lands to expand the scope of support services individuals may need from these agencies. This Handbook was compiled to incorporate information from all of these organizations and Internet resources into one convenient, easy to access resource. Information about the Rapid Response Team’s services and programs are available on the DLIR’s web site at [www.hawaii.gov/labor](http://www.hawaii.gov/labor).

My Administration and I hope you will find this Handbook a useful and handy reference.

Me ke aloha,

A handwritten signature in black ink, appearing to read "Linda Lingle". The signature is fluid and cursive.

LINDA LINGLE



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## *Coping with job loss*

- A job loss is one of the most stressful situations. It is normal to be angry or upset.
- Recognize stress and talk to someone or seek professional help.
- Talk to your family or friends.
- Talk to former coworkers to help you deal with your anger.
- You can also share your feelings through online forums for unemployed workers. However, be aware that many sites that offer ideas about recovering from job loss also have something to sell.
- Take care of your relationship with your former employer. Remember you may need to rely on them for reference when you look for a new job.
- Keep a positive attitude and keep busy. Be involved in activities or hobbies you enjoy. It may lead you to a new career.
- Typical reactions to job loss may include feelings of anger, resentment, disgust, embarrassment, humiliation, sadness, and confusion. Normal feelings may range from mild distress to devastation. Typical feelings after a job loss are similar to the stages of grief. Not everyone goes through all these feelings and most people don't go through the stages in order. However, understanding what is normal is important.

### Normal stages of grief:

- Shock: "I don't get it. I don't even know what is really happening here."
  - Denial: "I can't believe this. It can't be true."
  - Anger: "Why me? I don't deserve this. Why didn't it happen to someone else?"
- Check web sites for assistance. For example, the American Association of Retired Persons (AARP) offers information on laid off and displaced workers, preparing for a job interview, typical reactions to job loss, and other related articles. Go to <http://www.aarp.org> for more information.
  - When to seek professional help. The American Psychological Association (APA) suggests that you seek professional help when:
    - You feel trapped, like there's nowhere to turn.
    - You worry excessively and can't concentrate.
    - Your feelings are affecting your everyday life such as your sleep, your eating habits, and your relationships.The APA Web site offers free resources such as "The Road to Resilience," a booklet dealing with difficult events. Go to <http://www.apa.org> for more information.

## *Coping with job loss*

- The following are local phone numbers and web sites that provide assistance and information:
  - ❁ ACCESS 24-hr Crisis Center & Access to Counseling Services:  
(Provides suicide prevention/crisis services, mobile crisis outreach, and entry into the Adult Mental Health system for low income individuals)
    - Oahu 832-3100
    - Neighbor Islands ACCESS Suicide Prevention/Crisis Line  
1-800-753-6879 or 624-HELP (4357)
  - ❁ Mental Health America of Hawaii:
    - Oahu 521-1846
    - Maui 242-6461
    - Hawaii 966-8736
    - <http://www.mentalhealth-hi.org>
  - ❁ Health & Human Services Information:  
(Provides contact information on food pantries, health care, emergency shelters, rental assistance and other resources)
    - Aloha United Way - 211
    - <http://www.auw.org/2-1-1>
  - ❁ Numbers to connect to the State Operator:
    - Oahu 586-2211
    - Hawaii 974-4000
    - Maui 984-2400
    - Kauai 274-3141
    - Lanai and Molokai 1-800-468-4464

A complete listing of community services is available at <http://www.hawaii.gov/labor>. Click on [Information for Laid Off / Displaced Workers](#), then click on [Directory to services in Hawaii](#) under Confidential Counseling Services.

### **Your finances**

- Plan and work together with your family to reduce household costs. Check your financial resources and how long it will last.
- Call your bank and creditors before you miss payments. Ask if they have programs to help you until you find a new job.

## *Health care benefits*

If you are facing job loss or a reduction in hours, you need to know your options ahead of time to prevent loss of health coverage. There may be several options available to you if you are losing your health coverage when you lose your job:

### **Special Enrollment in Another Group Plan**

If other group health coverage is available (for example through your spouse's employer provided plan), special enrollment in that plan should be considered. It allows you and your family an opportunity to enroll in a plan for which you are otherwise eligible, regardless of enrollment periods. However, to qualify, enrollment must be requested within 30 days of losing eligibility for other coverage. After special enrollment is requested, coverage is required to be made effective no later than the first day of the first month following your request for enrollment. This type of coverage is usually the most cost-effective of all the options.

### **COBRA Continuation Coverage**

If your employer continues to operate and offer a group health plan, COBRA continuation coverage may be available. COBRA, which generally applies to employers with 20 or more employees, allows you and your family to continue the same group health coverage at group rates. Your cost for coverage may be higher than what you were paying before (and is usually higher than the cost for coverage under special enrollment in a spouse's plan), but generally the cost is lower than that for private, individual health insurance coverage. The plan should send a notice regarding the availability of COBRA coverage. After this notice is provided, you generally have 60 days to elect coverage. Coverage is then available, retroactive to the date of the loss. (Note: Once you have elected COBRA, you won't be eligible for special enrollment in another group health plan, such as your spouse's plan, until all COBRA coverage available is exhausted. Therefore, it is important to consider special enrollment in another plan promptly.) COBRA coverage typically lasts 18 months, but may last longer in certain circumstances.

### **Health Coverage Through a Government Program**

Health coverage may be available, if you qualify, through the state or federal governments. Information on government programs such as Medicaid (for low-income individuals and individuals with special needs), State Children's Health Insurance Program (for children of qualified families), or Medicare (for people aged 65 and over, and for certain people who are disabled or have end-stage renal disease), is available at the Department of Human Services Med-QUEST Division or the U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services at 1-800-MEDICARE.

## *Health care benefits*

### **Private, Individual Health Insurance**

The last option you can consider is private individual health insurance coverage. You may qualify for guaranteed access to such coverage, without any pre-existing condition exclusions, if:

- You had health coverage for at least 18 months without a significant break in coverage (generally a break in coverage of 63 days or more) and the most recent period of coverage was under a group health plan;
- Group coverage was not terminated because of fraud or failure to pay premiums;
- You were not eligible for COBRA continuation coverage (or similar State program), or if eligible for COBRA coverage (or similar State program), you both elected and exhausted COBRA coverage; and
- You are not eligible for other health coverage.

Even if you do not meet these criteria, you may still be able to obtain coverage. The cost of individual coverage is often higher than similar coverage under a group health plan obtained through special enrollment or COBRA. More information on individual health coverage is available from the Department of Human Services Med-QUEST Division or the Department of Health and Human Services, Centers for Medicare and Medicaid Services at 410-786-1565 or [www.cms.gov](http://www.cms.gov).

Note: When considering health care options, you should examine the scope of the coverage (including benefit coverage and limitations, visit limits, and dollar limits), premiums, cost sharing (including co-payments and deductibles), and waiting periods. For information on coverage through a particular group health plan, you should call the plan administrator and request a copy of the summarized description.

### **Health Care for Children**

If you are concerned about health care for your children, call 211 to find out about QUEST and Medicaid for children and youth up to 19 years of age. Information is also available at [www.coveringkids.com](http://www.coveringkids.com).

## *Retirement benefits*

### **Retirement Benefits**

The U.S. Department of Labor provides information about your rights and responsibilities for your retirement plan, including specific rights to plan information. If you lose your job, make sure you have a copy of your current summary plan description (SPD) and individual benefit statement. If not, request a copy. The SPD tells you if and when you can collect your benefits or how to roll over your 401(k) account to a new employer's plan or to an IRA (if your old plan permits you to do so). The individual benefit statement lets you monitor your account balance and is important to keep on file. If your retirement savings remain in your former employer's plan, keep current on any changes the company makes, including changes of address, employer name, or mergers. You should also notify the plan of any changes to your contact information. If your benefits are in a traditional pension plan and ends without enough money to pay the promised benefits, the Pension Benefit Guaranty Corporation will assume responsibility as trustee of the plan and pay benefits up to a maximum guaranteed amount set by law.

The free publications listed below provide more information:

- *Retirement and Health Coverage...Questions and Answers for Dislocated Workers*
- *What You Should Know About Your Retirement Plan*

You may call the Employee Benefits Security Administration's toll-free number at 1-866-444-EBSA (3272) to request copies. If you have questions about these options, you can call the toll-free number or contact EBSA electronically at [www.askebsa.dol.gov](http://www.askebsa.dol.gov).

For more information on the Pension Benefit Guaranty Corporation, visit [www.pbgc.gov](http://www.pbgc.gov) or call 1-800-400-7242.

## *Additional assistance*

### **Food Stamps**

You may also want to consider other assistance such as Food Stamps which is now called “Supplemental Nutrition Assistance Program” or SNAP. To learn more about eligibility requirements, who to contact, etc., click on the appropriate link:

- [Food Stamp FAQs](http://hawaii.gov/labor/rapid-response/DHS-Food%20Stamp-Eligibility%20and%20Requirements.pdf)  
(<http://hawaii.gov/labor/rapid-response/DHS-Food%20Stamp-Eligibility%20and%20Requirements.pdf>)
- [Food Stamp and Financial Assistance Eligibility Information](http://hawaii.gov/labor/rapid-response/DHS-FoodStamp-Financial%20Eligibility%20Info.pdf)  
(<http://hawaii.gov/labor/rapid-response/DHS-FoodStamp-Financial%20Eligibility%20Info.pdf>)
- [Department of Human Services Contact Information](http://hawaii.gov/labor/rapid-response/DHS-Contact.pdf)  
(<http://hawaii.gov/labor/rapid-response/DHS-Contact.pdf>)

### **Hawaii Food Bank**

The Hawaii Foodbank is a nonprofit agency that collects, warehouses and distributes mass quantities of both perishable and non-perishable food to [250 member agencies](http://www.hawaiifoodbank.org/page22.aspx) (<http://www.hawaiifoodbank.org/page22.aspx>) as well as food banks on the Big Island, Maui and Kauai. Contact the Aloha United Way at 211 or click on the links provided for more information.

### **Home Ownership Assistance Program**

If you are Native Hawaiian, you may qualify for mortgage loan assistance, foreclosure prevention and financial analysis services from the [Home Ownership Assistance Program](http://hawaii.gov/dhhl/hoap) (<http://hawaii.gov/dhhl/hoap>).

## *Applying for unemployment insurance claims*

Unemployment Insurance provides temporary financial assistance to qualified workers who become unemployed through no fault of their own. Benefits are not based on need. The unemployment compensation program was established by Congress in 1935 as part of the Social Security Act.

The following process describes the steps for filing a typical unemployment insurance (UI) claim. The actual steps may vary depending on the individual circumstances and type of claim. Please refer to the Handbook on Unemployment Benefits for more specific information on how to file a claim.

### **1. Filing your initial claim**

- a. As soon as you become unemployed, call Hawaii Tele-Claim at 643-5555 if you are in Hawaii (or 1-877-215-5793 from outside of Hawaii). Since Mondays and Tuesdays are the busiest days, we recommend you call from Wednesday to Friday during the first week you become unemployed. Calls to Hawaii Tele-Claim may not be connected if you use an out-of-state phone to call from within Hawaii or if you use a Hawaii phone to call from outside Hawaii. If this situation occurs, use a landline to place your call or use a cellular phone with a Hawaii number to call from Hawaii or a cellular phone with a non-Hawaii number to call from outside Hawaii.
- b. When you call Hawaii Tele-Claim, you will need to answer questions from our Interactive Voice Response (IVR) system using your touch-tone telephone to begin the claim filing process. Remain on the line after you complete the automated IVR portion of the claim filing process to talk to a Customer Service Representative (CSR). If you call after business hours, you will need to call back again during the appropriate time to speak with a CSR to complete your claim filing process. You must speak with a CSR to complete the initial claim filing process.
- c. Depending on your work history, type of claim, amount of information needed, etc., your interview with the CSR may take between 10 – 20 minutes.

### **2. Within 1-2 days after filing your initial claim**

- a. After filing your initial claim, an informational packet will be mailed to you. Follow the enclosed instructions regarding any forms that need to be completed and returned to the local claims office handling your claim. Do not delay reviewing the documents and returning any forms that require completion within the time specified.

## *Filing unemployment insurance claims*

- b. You must register for work within seven (7) days from the date you filed your initial claim.

If you belong to a labor union with a hiring hall, take the enclosed “Verification of Registration for Work” form to your union for completion. Mail or turn in the “Verification of Registration for Work” form within the seven (7) day period.

If you do not belong to a labor union with a hiring hall, you must post an online resume using the virtual one stop format in HireNet Hawaii, the Workforce Development Division’s (WDD) internet job matching system, at [www.hirenethawaii.com](http://www.hirenethawaii.com). Instructions for posting an online resume are on page 17 in this handbook. After you post your online resume, call the nearest WDD office to obtain instructions on how to complete the “Verification of Registration for Work” form. If you do not have internet access, you may report in person to your local One-Stop Office for assistance. Make sure you take the “Verification of Registration for Work” form to your local One-Stop Office. The One-Stop Office will complete Part A of the form to verify that you are registered for work and an online resume is posted. Failure to follow this requirement may result in a denial of benefits. You must also report to or contact the WDD office when instructed.

- c. You will also receive separately a “Reminder Claim Certification” which will indicate the first week that you should file for benefits and the period during which you should file for that week. (The “Reminder Claim Certification” is for information purposes only. Do not mail or turn in the “Reminder Claim Certification.”)
- d. Refer to the “Hawaii Tele-Claim Instructions” which came with your packet. You are encouraged to use the “Practice Line” to familiarize yourself with the telephone claim certification filing process before you actually file your first claim certification. If you have any questions, call your local office for assistance.

### **3. Filing your weekly and biweekly claim certifications after you file your initial claim**

- a. The first week on your claim is generally your waiting period. Although you must file for that week to receive credit for it, you will not be paid for that period. The first week that you can be paid for will be the second week that you claim. If there are no eligibility issues or job separation issues, (i.e., you were discharged or voluntarily quit), you will receive payment for the second week within 21 days after you filed your initial claim. After filing your first and second weeks one week at a time, you will then start filing on a bi-weekly (two weeks at a time) basis. Each time you file a bi-weekly claim certification, you will receive a payment for those two weeks.

## *Filing unemployment insurance claims*

- b. To begin filing your weekly or bi-weekly claim certification(s), call Hawaii Tele-Claim at 643-2222 if you are in Hawaii (or 1-877-215-5791 from outside of Hawaii) during the filing period indicated on the “Reminder Claim Certification.”
- c. Each time you file for a weekly or a bi-weekly period via Hawaii Tele-Claim, you will receive a “Reminder Claim Certification” within 1 – 3 days which will advise you of the next weekly or bi-weekly period that you should file for and the dates within which you should call Hawaii Tele-Claim to file your claim certification(s).
- d. You are required to make at least three (3) job contacts each week. You must also retain a log of job contacts on form UC-253, “Record of Contacts Made for Work.” You will be asked periodically to submit your list of job contacts or report in-person for an interview.
- e. If you have a part-time employer or if you are still on payroll with your regular full-time employer but not getting full-time hours to work, your employer must verify your earnings before a payment is processed. You will be provided with a “Low Earnings Report” form to take to your employer to verify your earnings for each week you claim benefits. Your earnings in excess of \$150 will be deducted from your unemployment check.

#### **4. Your “Determination of Insured Status”**

- a. Generally, within 10 days after you file your initial claim, an “Unemployment Insurance Determination of Insured Status” form will be sent to you which will tell you if you were paid sufficient wages to qualify for unemployment insurance benefits.
- b. This monetary determination will state your weekly benefit amount, the maximum amount payable on your claim, the starting and ending dates of your claim, and the wages that were used to compute your entitlement.
- c. If you did not have sufficient wages to qualify, the reason will be stated on the determination.
- d. If you disagree with this determination, or the wages or employment reported, you can request reconsideration or file an appeal. (Refer to the appeal rights printed on your determination for more information.)

## *Filing unemployment insurance claims*

### **5. Eligibility determinations**

The following steps apply only if there are any eligibility issues on your claim.

- a. If there are any eligibility or job separation issues that must be resolved to determine your eligibility for benefits, you will be contacted by phone or sent a notice to contact a claims examiner to provide information. After the claims examiner conducts the investigation, a written determination advising you of your eligibility for benefits will be sent to you. The eligibility determination process will usually be completed within 14-21 days after you filed your initial claim.
- b. If benefits are allowed, your payments will be released when the eligibility determination is made. If benefits are denied, you will not receive any payments. The eligibility decision you get in the mail will explain the reason why benefits are denied, the period of ineligibility or disqualification, and your appeal rights.
- c. If you are denied benefits and disagree with the decision, you have 10-days from the date of mailing to request reconsideration or file an appeal. If you request reconsideration, the UI Division will conduct an investigation and issue a redetermination within 2 weeks affirming, modifying, or reversing the original determination. If you still disagree with the redetermination, you can file an appeal.
- d. If you request reconsideration or file an appeal, continue to file your weekly or biweekly claims certifications. If benefits are subsequently allowed, you will be paid only for the weeks that you claimed and filed on time. For determinations involving the reason for your job separation, your employer also has the right to file for a reconsideration or appeal if benefits are allowed and the employer disagrees with the decision.

### **6. Appeal rights**

- a. If you or your employer files an appeal, the appeals office will schedule an appeals hearing to be held, usually in 2 to 4 weeks.
- b. After your appeals hearing, the appeals office will issue a decision within 1 to 2 weeks. If benefits were initially denied and it is determined that you are allowed benefits, payments will be made at that time, provided you have filed your weekly or bi-weekly claims for benefits and meet all other eligibility requirements. If benefits are denied by the appeals office and you disagree with the appeal decision, you have 30 days to request a reopening or your case file for judicial review in Circuit Court.

## *Filing unemployment insurance claims*

### Worker Benefits Contact Information

Claim Filing by Phone Applications from Hawaii 643-5555 Applications from Outside Hawaii 1-877-215-5793 Claim Certification from Hawaii 643-2222 Claim Certification from Outside Hawaii 1-877-215-5791 Email: <a href="mailto:dlii.unemployment@hawaii.gov">dlii.unemployment@hawaii.gov</a>	Liabile Interstate Unit PO Box 4090 Honolulu, HI 96812-4090 Ph: (808) 586-8960 Fax: (808) 586-8980  Unemployment Abuse (808) 586-8947  Statement of Charges (808) 586-8951
Honolulu Claims Office 830 Punchbowl St Rm 110 Honolulu, HI 96813 Ph: (808) 586-8970 or (808) 586-8971 Fax: (808) 586-8980	Waipahu Claims Office Waipahu Civic Center 94-275 Mokuola St Rm 301 Waipahu, HI 96797-3369 Ph: (808) 675-0030 Fax: (808) 675-0025
Kaneohe Claims Unit 46-005 Kawa St Rm 205 Kaneohe, HI 96744 Ph: (808) 233-3679 Limited Services Available Monday and Wednesday Only	Hilo Claims Office 1990 Kinoole St Rm 101 Hilo, HI 96720-5293 Ph: (808) 974-4086 Fax: (808) 974-4085
Kona Claims Office Ashikawa Office Bldg 81-990 Halekii St Rm 2090 Kealahou, HI 96750 Ph: (808) 322-4822 Fax: (808) 322-4828	Maui Claims Office 54 S High St Rm 201 Wailuku, HI 96793 Ph: (808) 984-8400 Fax: (808) 984-8444
Molokai Claims Office 55 Makaena Pl Rm 4 Kaunakakai, HI 96748 Ph: (808) 553-1750 Fax: (808) 553-1753	Kauai Claims Office 3-3100 Kuhio Hwy Suite 12 Lihue, HI 96766-1153 Ph: (808) 274-3043 Fax: (808) 274-3046

## *Registering for work and posting your on-line resume*

If you are filing for Unemployment Insurance (UI) benefits, you are required to register for work and post an on-line resume on [HireNet Hawaii](http://www.hirenethawaii.com) within 7 days of filing your UI claim. To post your resume via the internet, follow the steps listed below. Internet computers can be found at public libraries or One-Stop Centers. If you need help in posting your resume, **call or visit a One-Stop Center**. If you previously filed for UI in Hawaii or looked for work before at a One-Stop Center (Oahu WorkLinks, State Employment Service or Workforce Development Office), you must first update your records. Call or visit a One-Stop Center to learn how.

**IMPORTANT: AFTER POSTING YOUR ON-LINE RESUME, YOU MUST CALL OR VISIT A ONE-STOP CENTER SO THAT STAFF CAN VERIFY YOUR RESUME AND YOUR UC-226 FORM CAN BE SENT TO THE UI OFFICE. OTHERWISE, UI BENEFITS MAY BE DENIED.**

1. Go to [www.hirenethawaii.com](http://www.hirenethawaii.com). Click Not Registered?
2. Click Register in Option 1-Create a User ID.
3. Click Individual.
4. Enter information to establish a log-in username and password. (Keep them handy: You will need them to access HireNet Hawaii in the future.)
5. At a minimum, complete all fields with red asterisks and complete items in Step 13.
6. Provide contact information. If you don't have an email address, click Email and a pop up window will assist you in creating an email account.
7. Select Yes, Claimant, not referred by WPRS.
8. Click Resume Builder.
9. Click Create New Resume.
10. Select either Structured or Cut-and-Paste format.
11. Enter a title in Resume Title.
12. A pop up message will indicate your resume will be online. Click OK. **YOUR RESUME MUST BE AVAILABLE TO EMPLOYERS ONLINE, OTHERWISE YOUR UI BENEFITS MAY BE DISCONTINUED.**

## *Registering for work and posting your on-line resume*

13. Whether you select Structured Format or Cut-and-Paste Format, you are required to enter the following information to be eligible for Unemployment Insurance benefits.
  - Job Skills/Abilities
  - Education (required only for those with a high school diploma, GED, or higher degree)
  - Training
  - Prior Employment History and Work Duties
  - Desired Availability
  - Desired Location
  - Occupational Licenses, if any
  - Other Relevant Occupational Information
14. Follow all prompts to complete your resume, including all items in Step 13.
15. At the bottom of Completed Resume Page, click Save Resume and Return.
16. Congratulations, you've posted an on-line resume! Be sure to update information as changes occur.
17. It is recommended you print the Resume List Page for your record.

The following section of this handbook provides information for your job search.

*Finding a job can take months of time and effort. But you can speed up the process by using many methods to find job openings. Data from the Bureau of Labor Statistics suggest that people who use many job search methods find jobs faster than people who use only one or two.*

## *Where to look for jobs*

Listed below are various sources of job information. For locations of offices, maps and driving directions may be found on the Internet.

1. Friends, neighbors, relatives, church members, counselors, teachers, classmates, coworkers, former employers--everyone you know; and where you shop, bank or go to school or church
2. Newspaper help-wanted ads, professional association journals, trade journals, newsletters, and community bulletin boards
3. Lists of employers from business magazines, Yellow Pages, and other directories
4. Labor unions and business and professional associations (may deal with a limited number of occupations or specialized occupations)
5. People you know through volunteer work, club membership, organizations, internships, or other field experiences
6. School and college career and job placement centers (services may be available only to students and alumni of the school); and academic advisers and professors
7. Job training and assistance programs
8. Apprenticeship programs
9. Information interviews with “experts” in your field of interest who can provide information on opportunities, specific job requirements, and whether your qualifications match those needed
10. Local public libraries
11. Community organizations
12. Veterans’ organizations
13. Internet sites that list job announcements including company web site
14. Career Kokua Occupational Information files (see Hiring Practices, Employers, and Tips). Go to [www.careerkokua.org](http://www.careerkokua.org).
15. Military services. Information is also available at <http://www.todaysmilitary.com>.
16. Career and job fairs and conferences
17. Temporary work which may lead to being hired at the same company
18. Federal, state, or county government employment information offices: a wide variety of professional, technical, clerical, and other occupations are in government. To apply, you must complete an application for each job of interest to you. A test may be required. Recruitment announcements may be advertised in the help wanted section of newspapers, placed on an employment information telephone recording, posted on a web site, and/or posted at the following government offices:

## *Where to look for jobs*

 **U.S. Office of Personnel Management**

USAJOBS - The official job site of the U.S. government for Federal jobs and employment information  
<http://www.usajobs.opm.gov>

 **Pearl Harbor Naval Shipyard**

Employment information  
<http://www.phnsy.navy.mil/employment/index.htm>

 **State of Hawaii Department of Human Resources Development**

State Recruiting Office  
235 S. Beretania Street, 11th Floor  
Honolulu, Hawaii 96813  
<http://www.hawaii.gov/hrd>

 **Hawaii Health Systems Corporation**

3675 Kilauea Avenue  
Honolulu, Hawaii 96816  
Tel: (808) 733-4020  
<http://www.hhsc.org>

 **State of Hawaii Department of Education Teacher Recruitment Section**

680 Iwilei Road, Suite 490  
Honolulu, Hawaii 96817  
Tel: 586-3420 (Oahu)  
Tel: 974-4000 x 63420 (Hawaii)  
Tel: 984-2400 x 63420 (Maui)  
Tel: 274-3141 x 63420 (Kauai)  
Tel: 1-800-468-4644 x 63420 (Molokai and Lanai)  
Tel: 1-800-305-5104 (Continental U.S. including Alaska)  
<http://doe.k12.hi.us>

 **The Research Corporation of the University of Hawaii**

**Human Resources Department**  
2530 Dole Street, Sakamaki Hall, Room D-100  
Honolulu, Hawaii 96822  
Tel: 956-3100  
Fax: 956-5022  
<http://www.rcuh.com>

 **Hawaii State Judiciary Human Resources Department, Recruitment and Examination Division**

426 Queen St., First Floor  
Honolulu, Hawaii 96813  
Tel: 539-4949 (Oahu)  
Tel: 1-800-493-9298 (Neighbor island voice)  
Tel: 1-800-746-7719 (TTY)  
<http://www.courts.state.hi.us>

 **City and County of Honolulu Department of Human Resources**

Frank F. Fasi Municipal Building  
650 South King Street, 10th Floor  
Honolulu, Hawaii 96813  
<http://www.honolulu.gov/hr/>

 **County of Hawaii Department of Human Resources**

Aupuni Center  
101 Pauahi Street, Suite 2  
Hilo, Hawaii 96720-4224  
Tel: 961-8618 (24-Hour Job Hotline)  
[www.hawaii-county.com/civil\\_serv/civ\\_serve.htm](http://www.hawaii-county.com/civil_serv/civ_serve.htm)

## Where to look for jobs

 **University of Hawaii (For professional, faculty, and executive/managerial employment)**  
**Office of Human Resources**  
2440 Campus Road  
Honolulu, Hawaii 96822  
Tel: 956-8988 (For non-faculty positions)  
(For faculty positions, contact the college or campus)  
<http://www.hawaii.edu/ohr>  
<http://workatuh.hawaii.edu/>

 **County of Maui**  
**Department of Personnel Services**  
200 South High Street, Suite 623  
Wailuku, Hawaii 96793  
Tel: 270-7850  
[www.mauicounty.gov/index.asp?nid=120](http://www.mauicounty.gov/index.asp?nid=120)

 **County of Kauai**  
**Department of Personnel Services**  
4444 Rice Street, Suite 140  
Lihue, Hawaii 96766  
Tel: 241-6595  
<http://www.kauai.gov/personnel>

19. One-Stop Centers. Visit or call the office nearest you. A listing of the centers can be found on the next page or at [http://hawaii.gov/labor/wdd/copy\\_of\\_proclamation.shtml](http://hawaii.gov/labor/wdd/copy_of_proclamation.shtml).

Each One-Stop Center is a system of employment & training providers linked electronically and/or located at one site to provide better service to customers.

The system enables public and private agencies to coordinate operations and services in a seamless, easy to access manner. Customers can select services best suited for them. They may do a self-help job search plan or ask staff for employment counseling, training information, or other resource help. The One-Stop Centers also offer no-cost workshops on resume-writing, job search techniques, job interview tips, and job clubs.

The Workforce Development Division received a federal grant to install the electronic infrastructure to connect One-Stop Centers on the major Hawaiian islands. The network links to federal resources such as America's Career Kit and allows access to some services via the Internet.

## Where to look for jobs

### **FULL SERVICE One-Stop Centers**

#### **Oahu WorkLinks**

 Dillingham Shopping Plaza  
1505 Dillingham Boulevard, Rm 110  
Honolulu, Hawaii 96817  
Tel: 843-0733, ext. 225

 Princess Ruth Keelikolani Building  
830 Punchbowl Street, Rm 112  
Honolulu, Hawaii 96813  
Tel: 586-8700

 Waianae Neighborhood Center  
85-670 Farrington Highway, Rm 6  
Waianae, Hawaii 96792  
Tel: 696-7067

 Waipahu Civic Center  
94-275 Mokuola Street, Rm 300  
Waipahu, Hawaii 96797  
Tel: 675-0010

#### **Neighbor Islands**

 **WorkSource Maui**  
2064 Wells Street, Suite 108  
Wailuku, Hawaii 96793  
Tel: 984-2091

 WorkSource Maui - Lanai  
Tel: 984-2091

 **Big Island Workplace Connection**  
1990 Kinoole Street  
Hilo, Hawaii 96720  
Tel: 981-2880  
<http://www.1stop4youths.com>

 **WorkWise Kauai “Your One Stop Job Center”**  
3-3100 Kuhio Highway, Suite C-9  
Lihue, Hawaii 96766  
Tel: 274-3056  
[www.workwisekauai.com](http://www.workwisekauai.com)

### **LIMITED SERVICES One-Stop Centers**

 Kaneohe  
45-005 Kawa Street, Suite 205  
Kaneohe, Hawaii 96744  
Tel: 233-3700  
*(Open Mondays and Wednesdays only)*

 Kapolei Civic Center  
601 Kamokila Boulevard, Room 588  
Kapolei, Hawaii 96707  
Tel: 692-7630

 Waialua Sugar Mill  
67-106 Kealohanui Street  
Waialua, Hawaii 96791  
Tel: 637-6508

 WorkSourceMaui - Molokai  
55 Makaena Place, Room 4  
Kaunakakai, Hawaii 96748  
Tel: 553-1755

 Big Island Workplace Connection-  
Kona  
74-5565 Luhia Street, Bldg C, Bay 4  
Kailua-Kona, Hawaii 96740  
Tel: 327-4770

## Where to look for jobs

20. Employment and Training Program and First to Work Program, Department of Human Services. Provide job preparation and support services to persons enrolled in these programs.

### OAHU:

 First-to-Work Grant Division-  
Honolulu  
Pohulani Elderly Housing Project  
677 Queen Street, Room 400 A  
Honolulu, Hawaii 96813  
Tel: 587-5312

 Goodwill Employment and  
Training Unit  
98-030 Hekaha Street, Building 7  
2nd Floor, Suite 31  
Aiea, Hawaii 96701  
Tel: 483-7172

 Downtown First-To-Work Unit I  
333 N. King Street, Room 100  
Honolulu, Hawaii 96817  
Tel: 587-3850

 Downtown First-To-Work Unit II  
677 Queen Street, Suite 400 A  
Honolulu, Hawaii 96813  
Tel: 587-5250

 Waipahu First-To-Work Unit  
Waipahu Civic Center  
94-275 Mokuola Street, Room 105  
Waipahu, Hawaii 96797  
Tel: 675-0081

 Waianae First-To-Work Unit  
Kakuhihewa Building  
601 Kamokila Boulevard, Rm 138  
Kapolei, Hawaii 96707  
Tel: 692-7760

 First-to-Work Grant Division-  
Kapolei  
601 Kamokila Boulevard, Room  
462B  
Kapolei, Hawaii 96707  
Tel: 692-8310

 Wahiawa First-To-Work Unit  
1008 California Avenue, Building B  
Wahiawa, Hawaii 96786  
Tel: 622-6314

 Kailua First-To-Work Unit  
Kailua Business Center  
354 Uluniu Street, Room 401  
Kailua, Hawaii 96734  
Tel: 266-9620

 First-to-Work TAONF Honolulu  
Unit  
680 Ala Moana Boulevard., Suite  
312  
Honolulu, Hawaii 96813  
Tel: 521-9675

 First-to-Work  
98-029 Hekaha Street, Bldg 5, Ste 35  
Aiea, Hawaii 96701  
Tel: 485-9675

 First-to-Work Vocational  
Rehabilitation -Honolulu  
680 Ala Moana Boulevard, Suite 402  
Honolulu, Hawaii 96813  
Tel: 737-2800

 First-to-Work Vocational  
Rehabilitation Unit – Waipahu  
94-275 Mokuola Street, Room 201A  
Waipahu, Hawaii 96797  
Tel: 675-0680

 First-to-Work Grant Division-  
Wahiawa  
929 Center Street  
Wahiawa, Hawaii 96786  
Tel: 622-6451

## *Where to look for jobs*

### HAWAII:

-  Central Hilo Unit  
1990 Kinoole Street, Suite 109  
Hilo, Hawaii 96720  
Tel: 981-7290
  
-  North Kona 2 Unit  
75-5722 Hanama Place, Rm 1105  
Kailua-Kona, Hawaii 96740  
Tel: 327-4755
  
-  First-to-Work TAONF East Hawaii  
Waiakea Square Warehouse  
200 Kanoiehua Avenue, Suite 102  
Hilo, Hawaii 96720-4648  
Tel: 933-9675
  
-  Insights To Success West Hawaii  
First-To-Work Unit  
74-5620 Palani Road, Suite 105-A  
Kailua-Kona, Hawaii 96740  
Tel: 326-2928
  
-  First-to-Work Grant Division-  
South Hilo  
1990 Kinoole Street, Suite 102  
Hilo, Hawaii 96720  
Tel: 981-2860
  
-  First-to-Work Grant Division-  
North Hilo  
13 Kekaulike Street  
Hilo, Hawaii 96720  
Tel: 933-8856
  
-  First-to-Work Vocational  
Rehabilitation Unit – Hilo  
200 Kanoiehua Avenue, Suite 102  
Hilo, Hawaii 96720  
Tel: 933-9675

### MAUI:

-  Central Maui Unit  
270 Waiehu Beach Road, Suite 107  
Wailuku, Hawaii 96793  
Tel: 243-5866
  
-  Goodwill Maui Employment and  
Training  
250 Alamaha Street, #N16A  
Kahului, Hawaii 96732  
Tel: 873-3972
  
-  Insights To Success Maui First-To-  
Work Unit  
95 Lono Avenue, #201  
Kahului, Hawaii 96732  
Tel: 871-9411
  
-  Insights to Success Maui GD Unit/  
Vocational Rehabilitation  
1727-A Wili Pa Loop  
Wailuku, Hawaii 96793

### MOLOKAI:

-  Molokai First-To-Work Unit  
(See: Central Maui Unit)

### KAUAI:

-  South Unit  
4473 Pahee Street, Suite G  
Lihue, Hawaii 96766  
Tel: 241-3660
  
-  Insights To Success Kauai First-  
To-Work Unit and Kauai GD Unit/  
Vocational Rehabilitation  
3-3100 Kuhio Highway, Suite C8  
Lihue, Hawaii 96766  
Tel: 632-0547

## Where to look for jobs

21. [Office of Community Services \(OCS\) Service Providers \(http://www.careerkokua.org/js/jsa/JSA01\\_21.cfm\)](http://www.careerkokua.org/js/jsa/JSA01_21.cfm). These services and programs prepare and assist unemployed or under-employed low-income persons, immigrants, and refugees in obtaining and maintaining gainful employment that increases their self-sufficiency. (For a complete list of providers, go to this topic in the Career Kokua website.)
22. Private employment agencies. A fee may be charged for their services. Before using their services, be sure to find out the exact cost, who is responsible for paying it, and what the agencies can and cannot do for you. Check with the Better Business Bureau of Hawaii or the State Department of Commerce and Consumer Affairs, Consumer Resource Center to be sure there are no complaints filed against the agency you are interested in contacting.
23. Additional information about jobs in Hawaii and job search techniques are available at libraries and bookstores and on the following Internet web sites.

Hawaii State Department of Labor and Industrial Relations	America's Career InfoNet <a href="http://www.acinet.org">http://www.acinet.org</a>
Research and Statistics Office	JobCentral National Labor Exchange <a href="http://www.jobcentral.com">http://www.jobcentral.com</a>
	Job Accommodation Network A free service of the Office of Disability Employment Policy of the U.S. Department of Labor <a href="http://www.jan.wvu.edu/job/">http://www.jan.wvu.edu/job/</a>
<ul style="list-style-type: none"><li>• Career Kokua, the Hawaii Career Information Delivery System <a href="http://www.careerkokua.org">http://www.careerkokua.org</a></li><li>•  Hawaii Workforce Informer (HIWI) <a href="http://www.hiwi.org">http://www.hiwi.org</a></li><li>• Labor and Occupational Information Hawaii (LOIHI)  <a href="http://www.hawaii.gov/labor/rs">http://www.hawaii.gov/labor/rs</a></li></ul>	Disability Disclosure and Interviewing Techniques for Persons with Disabilities <a href="http://www.jan.wvu.edu/corner/vol01iss13.htm">http://www.jan.wvu.edu/corner/vol01iss13.htm</a>
HireNet Hawaii  <a href="https://www.hirenethawaii.com">https://www.hirenethawaii.com</a>	

## *Where to look for jobs*

Here are additional tips for job hunting when the market is tough. You will probably have to work harder at job hunting and be more flexible.

- 1. Request more face-to-face meetings.** During boom times, it might be okay to rely on phone conversations and e-mails with networking contacts and recruiters. But in a tough market you should have more in-person meetings in order to gather more information and make a better impression.
- 2. Step up your job-search activity.** This means increasing the numbers of letters and phone calls to prospective employers, recruiters, and others. It's also important to keep quality in mind when developing these contacts. In a slower economy, you need to better your odds by making more contacts.
- 3. Try to be as flexible as you can.** With so much uncertainty in the air, employers may not be jumping to offer you a full-time job at the salary you have in mind. Instead, they might propose contract or project work, bringing you on-board part time, or hiring you full time at less than what you were hoping to earn. If you can possibly afford to, at least for a few months, accept what they're offering, especially if it's at a company where you see growth and the potential for bigger opportunities later. Once you have a foot in the door, show what you can do, and how you can help them achieve their goals.
- 4. Scour the hidden job market.** In good times, only about 20% of available positions are advertised. In a slower economy, even fewer jobs are publicly advertised, because employers don't want to be inundated with resumes. So dig deeper into uncovering unadvertised openings through networking, and by contacting potential employers directly. Whenever possible, register on companies' web sites to receive e-mail updates about new openings that fit your experience and skills.
- 5. Don't spend all your time online.** It's fine to keep an eye on on-line job boards and post your resume on job sites, especially niche sites that specialize in your industry or your area of expertise, but remember that fewer job openings mean more people are going after the same advertised and posted positions.
- 6. Take advantage of social networking sites.** If you aren't already using web sites like LinkedIn, Facebook, Friendster, and MySpace to re-connect with old acquaintances and make new ones, this would be a good time to start. As the name "social networking" implies, these sites aren't designed primarily to help people develop professional contacts (except for LinkedIn, which is the most business-oriented of the bunch) - but, you never know. Besides, these sites can be fun. Why not have a little fun while job searching?

## Finding a new career

During your job search, you may want to consider occupations related to your previous jobs that use similar skills or new occupations that may require additional training. If you are interested in a new career, there are many resources and online tools to help you.

Start by listing jobs that have interested you. These jobs may be related to a special interest or hobby that you have or an organization you have supported. A list of the occupations in Hawaii is available at [www.careerkokua.org](http://www.careerkokua.org). Click on Occupations under the Career Exploration channel.

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List skills you currently have. Many of your current skills may be necessary in your new career. A Skills Inventory and Assessment is available at [www.careerkokua.org](http://www.careerkokua.org). Click on Skills under the Career Assessments channel.

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## *Finding a new career*

List skills required for the jobs you listed. Check job descriptions or search through Career Kokua's occupations.

Job 1

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Job 2

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Compare your skills to those required for the new job. Check the skills you already have.

List classes, workshops, or work experience that would help you gain the skills you still need.

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Interview people to find out more about these jobs. This activity is commonly known as **career shadowing**.

## Career shadowing

The purpose of career shadowing is to learn more about an occupation. This is an opportunity to speak with a worker or workers about the occupation in which you are interested. You may be able to observe the daily routine of that occupation and the work environment. You may also be given the opportunity to participate in work related activities and learn more about an occupation and the training and skills needed for the job.

A good place to start looking for a career shadowing site is the Career Kokua [Community Resources directory \(http://www.careerkokua.org/re/fc/cr/\)](http://www.careerkokua.org/re/fc/cr/). It's a program already in place which promotes career exploration and development through a partnership of workforce development agencies, schools, businesses, and professional organizations. Through this program, job seekers are able to participate in first-hand career information and experiences such as:

- Career shadowing
- Tours and field trips
- Speakers
- Resource materials
- Interviews with employees and employers
- Workplace mentors
- Work-study
- Internships
- Opportunities for volunteer work experiences or part-time employment
- Scholarships



Other places to look when searching for an occupation to career shadow are:

- Referrals from friends, coworkers, or family members
- Phone directory
- Government offices
- Clubs or associations
- Professional organizations
- Volunteer or service organizations
- Local businesses
- Labor unions

## *Career shadowing*

### **Questions for your career shadowing visit**

You may want to ask questions about the organization and the particular career of interest to you. You may also want to ask individual workers about their feelings about their careers. Use these questions as a guide.

1. What are your job duties?  
\_\_\_\_\_
2. What is a typical work day like for you?  
\_\_\_\_\_
3. What are the normal work hours?  
\_\_\_\_\_
4. Does this job require overtime?  
\_\_\_\_\_
5. Does this job require travel? If yes, how often?  
\_\_\_\_\_
6. What type of formal training is required?  
\_\_\_\_\_
7. What skills or aptitudes are important for your job?  
\_\_\_\_\_
8. What do you like most about your job? Dislike?  
\_\_\_\_\_
9. Do you work independently or as part of a team?  
\_\_\_\_\_
10. Are the skills used on this job transferable to other types of jobs?  
\_\_\_\_\_
11. What is the average beginning salary?  
\_\_\_\_\_
12. How often does the company promote from within?  
\_\_\_\_\_
13. What is the current and future outlook for this career? What advice would you give to job seekers?  
\_\_\_\_\_
14. What new occupations do you predict will develop in the future in this field?  
\_\_\_\_\_

## How to prepare your resume

A resume is a concise one-page to two-page summary of your job qualifications. It identifies you, what you can do for an organization, and how you can be contacted for an interview. A resume may be delivered by mail, sent by fax or e-mail, posted to an Internet resume bank or hand carried. It is best to use the method preferred by the potential employer. Jobs that often require a resume include professional, technical, managerial, sales, and clerical jobs.

The resume should emphasize your strengths and accomplishments and be relevant to the position you seek. Activities, sports, and other types of experience require abilities, knowledge, and skills that can be applied to jobs. Find information about the duties and qualifications required for the position. You can also consult Career Kokua's Occupations file for typical job duties and requirements.

Choose a format. The best way to organize your resume is in a format that highlights your qualifications. Major types are:

- **Chronological:** By time order. Focuses on work experience. Employment history is listed with most recent position described first.
- **Functional:** By function or task. Highlights abilities, accomplishments and skills instead of work history and specific positions held.
- **Combination:** Combines chronological and functional formats.

There are also electronic resumes that can be scanned by a company and transferred to a searchable database, forwarded through e-mail or posted to an Internet resume bank. Be sure to check if there are additional charges for postings or updates and keep in mind that resumes posted on a resume bank are public information. In some cases, you may need to use a different format for your resume so that it will scan well. If you are collecting unemployment, you need to register with HireNet Hawaii and post an on-line resume.

### PARTS OF THE RESUME:

#### **Contact Information:**

- Your name, address, phone number, and email address.
- Have an answering machine or voice mail if you may not be available to take calls.
- Be sure your e-mail address is correct and appropriate.

#### **Employment Objective:**

- This should be the same as or related to the position you are seeking or describe the industry of interest to you.
- In place of an objective, a summary or brief description of your career may be added.

## *How to prepare your resume*

### **Education:**

- Begin with the most recent schools and any workshops and training attended.
- List degrees, certificates, and diplomas. Indicate any specialty, especially if it fits the job.
- If related work experience is limited, list as much information about courses taken, especially beyond high school, that apply to the position.
- Include vocational education, military, on-the-job training, and internships.

### **Experience**

- Begin with your most recent job.
- Include part-time, summer, volunteer, and self employment.
- Highlight specific accomplishments and results such as problems solved and improvements. Emphasize tasks, skills, and specific experiences that are required in the job for which you are applying.
- Include use of computers, special tools, and responsibilities.
- Include facts or figures.
- If you held a supervisory position, give the number of employees you supervised.
- List community service/volunteer work, and participation in organizations that provided related experience.

### **Other important activities or achievements related to work**

- Honors, awards, scholarships,
- Publications,
- Hobbies,
- Foreign language skills,
- Computer skills,
- Licenses
- Academic, professional, or community organizations in which you are an officer or a member.

### **References**

- You may delete this section from your resume or state “references will be provided upon request.”
- Be sure to prepare a separate sheet to use when references are requested.

## How to prepare your resume

### ADDITIONAL RESUME TIPS:

1. Be sure your resume is clear, complete, concise, up-to-date, and factual.
2. Having it done on a computer will allow you to easily save it and change it later.
3. Use bold or italics or bullets to highlight areas of your resume. The One-Stop Centers have resume writing software such as WinWay Resume in their resource centers with formatting and design options that you can choose for your resume. However, the design should be simple for an electronic resume. The resume programs also have options for exporting your resume so that you can email it or copy and paste it into on-line resume programs such as HireNet Hawaii.
4. Check first before printing multiple copies of your resume on whether employers are accepting only electronic resumes sent via email or on their company web sites.
5. Have someone review your resume to be sure that the information is easy to understand and free of errors.
6. Books on resume-writing are available at the public library and at bookstores. See the next section for samples resumes and worksheets to develop your resume.
7. You can also look into no-cost workshops offered on resume-writing at the One-Stop Centers.

## *Sample resumes*

### **CHRONOLOGICAL RESUME:**

Tracy Lee  
1450 Sample Street  
Honolulu, Hawaii 96810  
999-9999

**CAREER INTEREST:** Accounting field.

**EDUCATION:** Kapiolani Community College  
Associate in Science degree, Accounting, 2007

**EXPERIENCE:** ACCOUNTING CLERK, September 2007 to Present  
Aloha Rustproofing Company Honolulu, Hawaii  
Completed itemized statements and received payments for services, kept inventory of rustproofing chemicals, answered telephone inquiries.

LIBRARY ASSISTANT, June 2005 to August 2005  
Graduate Business Library, University of Hawaii Honolulu, Hawaii  
Calculated fines due, kept inventory of supplies. Answered telephones, processed borrowed and returned books. Assisted librarians in acquisition, preparation, and organization of material, and helped users find materials and information.

VOLUNTEER, September 2004 to May 2005  
Hawaiian Humane Society Honolulu, Hawaii  
Processed donation pledges and payments. Performed general office work. Updated mailing lists, scheduled group tours to facilities, ran errands.

**SPECIAL SKILLS:** Japanese: Fluent.  
Able to use general office machines, word processing, spreadsheet, and database software, and computerized accounting packages.

**COMMUNITY ACTIVITIES:** Phi Beta Nu Business Club: 2 years; Treasurer  
American Cancer Society: 1 year; Fund-Raising Committee Member

**REFERENCES:** Available on request.

## *Sample resumes*

### **WORKSHEET for a CHRONOLOGICAL RESUME:**

NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
TELEPHONE NUMBER \_\_\_\_\_

CAREER INTEREST: \_\_\_\_\_

EDUCATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

EXPERIENCE: \_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

SPECIAL SKILLS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

COMMUNITY ACTIVITIES: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

REFERENCES: Available on request.

## *Sample resumes*

### **FUNCTIONAL RESUME:**

Tracy Lee  
1450 Sample Street  
Honolulu, Hawaii 96810  
999-9999

**CAREER INTEREST:** Accounting field.

**RECORDS PROCESSING EXPERIENCE:** Completed itemized statements, processed donation pledges and payments, and calculated and received payments due.

**ADMINISTRATIVE SUPPORT EXPERIENCE:** Kept records of inventory, answered telephone inquiries, processed borrowed and returned books, updated mailing lists, used general office machine

**COMPUTER APPLICATIONS:** Able to use word processing, spreadsheet, database, and accounting software packages.

**WORK HISTORY:** Accounting Clerk - Aloha Rustproofing Company, Honolulu, Hawaii, September 2007 to Present.

Library Assistant - Graduate Business Library, University of Hawaii, Honolulu, Hawaii, June 2005 to August 2005.

Volunteer - Hawaiian Humane Society, Honolulu, Hawaii, September 2004 to May 2005

**EDUCATION:** Kapiolani Community College, Associate in Science degree, 2007, Accounting, 3.0 grade point average.

**COMMUNITY ACTIVITIES:** Phi Beta Nu Business Club, Treasurer, 2 years  
American Cancer Society, Fund-Raising Committee member, 1 year.

**REFERENCES:** Furnished upon request.

## Sample resumes

### WORKSHEET for a FUNCTIONAL RESUME:

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

TELEPHONE NUMBER \_\_\_\_\_

CAREER INTEREST: \_\_\_\_\_

RECORDS PROCESSING EXPERIENCE: \_\_\_\_\_

ADMINISTRATIVE SUPPORT EXPERIENCE: \_\_\_\_\_

COMPUTER APPLICATIONS: \_\_\_\_\_

WORK: HISTORY \_\_\_\_\_

EDUCATION: \_\_\_\_\_

COMMUNITY ACTIVITIES: \_\_\_\_\_

REFERENCES: Available on request.

## *Sample resumes*

### **COMBINATION RESUME:**

Tracy Lee  
1450 Sample Street  
Honolulu, Hawaii 96810  
999-9999

### EMPLOYMENT GOAL:

Position in the field of accounting.

### SUMMARY OF QUALIFICATIONS:

Experienced in general office work and keeping well-organized financial records; able to work accurately with detailed numerical information; able to use word processing, spreadsheet, and database software and computerized accounting packages.

### WORK EXPERIENCE:

Accounting Clerk, Aloha Rustproofing Company, Honolulu, Hawaii  
Completed itemized statements, received payments, kept inventory, and answered telephone inquiries. (September 2007 to Present)

Library Assistant, University of Hawaii, Honolulu, Hawaii  
Kept inventory, calculated fines due, answered telephones, processed borrowed and returned books, and assisted in organizing materials. (June 2005 to August 2005)

Volunteer, Hawaiian Humane Society, Honolulu, Hawaii  
Processed donation pledges and payments, updated mailing lists, scheduled tours, and performed general office work. (September 2004 to May 2005)

### EDUCATION:

Kapiolani Community College  
Associate in Science degree in Accounting, 2007

References are available upon request.

## *Sample resumes*

### **WORKSHEET for a COMBINATION RESUME:**

NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
TELEPHONE NUMBER \_\_\_\_\_

EMPLOYMENT  
GOAL: \_\_\_\_\_

SUMMARY  
OF  
QUALIFICATIONS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

WORK:  
EXPERIENCE: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

EDUCATION: \_\_\_\_\_  
\_\_\_\_\_

References are available upon request.

## *The cover letter*

The cover letter introduces you to the employer and describes your interest in the company. The letter should cover how you learned about the position and how the qualifications you have will fill the needs of the company. Describing your goals and willingness to work hard in the cover letter can be helpful. It should end by stating when you will call to follow up. Limit the letter to a single typed page.

Learn as much as possible about the company before sending your letter. Demonstrating your knowledge of the company and its industry in your cover letter may be very helpful. Keep a copy of your letter for future reference.

Here is a sample cover letter with comments to assist you in writing your own letter.

*1450 Sample Street  
Honolulu, Hawaii 96810*

*June 4, 2008*

*Mr. Wallace Gomes  
Hiring Manager  
XYZ Department Store  
1759 Any Street  
Honolulu, Hawaii 96814*

*Dear Mr. Gomes:*

*I am interested in applying for the account clerk position which was listed in the June 3, 2008 issue of the Honolulu Advertiser.*

*My enclosed resume detailing my experience in general office work and keeping financial records may be of interest to you. I keep well organized records, have experience using computers, and am good at working with detailed numerical information.*

*I would appreciate the opportunity to discuss my qualifications with you in an interview. I will call your office next week to arrange an appointment.*

*Sincerely,*

*Tracy Lee*  
Tracy Lee  
(808) 999-9999

## The cover letter

Here is a worksheet with comments to assist you in writing your own cover letter.

<i>Return address</i>	
<i>Date</i>	
<i>Address each letter to the person who can hire you or would supervise you or to the appropriate department.</i>	
	Dear _____ :
<i>Begin with the purpose. State the position you are seeking and how you learned of it. Express interest.</i>	
<i>Highlight your qualifications. Try to identify something about you that is of interest to the employer. Refer reader to the enclosed resume.</i>	
<i>End with the action you will take or ask for further action such as an interview. State where and when you can be reached; be flexible.</i>	
	Sincerely,
<i>Follow closing phrase with your signature and full name typed. Include your daytime telephone number.</i>	

## *The job application form*

Depending on the employer, an application may be submitted on paper or online. Most employers review your application before they choose to see you.

- Read the entire form carefully. Know what is being asked before filling out the form.
- Print clearly in black or blue ink.
- Fill in the blanks completely and accurately. Answer all questions. Write “not applicable” when it does not apply to you.
- Have copies of transcripts, letters of recommendation, and other documents ready to attach to your application form.
- Keep a copy of your completed application so you can review it before your interview.

Here are the basic parts of an application form.

- **PERSONAL INFORMATION:** Include your name, mailing address, and phone number. If you do not have a phone number, provide a number where messages can be left for you.
- **POSITION DESIRED:** Spell correctly the job for which you are applying. You may be asked to specify full-time, part-time, or temporary, and the days and hours you can work.
- **EDUCATION AND TRAINING:** List academic, business, trades, armed forces, and professional education and schools attended. Include apprenticeships, job-related training, and relevant courses. Be prepared to attach copies of certificates or other documents.
- **SPECIAL JOB-RELATED SKILLS AND LICENSES:** List the types of equipment and tools that you are able to use and the licenses you have. List ability to speak and write other languages if relevant to the job for which you apply.
- **EMPLOYMENT HISTORY (BEGIN WITH MOST RECENT JOB):** Concentrate on skills and accomplishments which will interest the employer. The job description can provide clues about important skills. Explain gaps in your work history. Include volunteer work.
- **REFERENCES (CHARACTER AND/OR PROFESSIONAL):** Provide names and titles, current business and email addresses, and current phone numbers of people, not including relatives and employers, who can speak positively about your skills and your character. Clergy members, teachers, counselors, friends who are in business, and leaders of organizations and in the community usually make good references. Be sure to verify where they can be reached.
- Sign and date the application in the space(s) provided.

## The job application form

### SAMPLE JOB APPLICATION FORM

NAME \_\_\_\_\_  
Last First Middle

ADDRESS \_\_\_\_\_  
Number and Street  
\_\_\_\_\_  
City State Zip Code

PHONE NO. (\_\_\_\_) \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_  
Area

POSITION DESIRED \_\_\_\_\_

Full-time     Part-time     Temporary

#### EDUCATION:

Name & Address of School	Major	Graduated Yes/No	Degree/ Diploma
_____			
_____			
_____			
_____			

#### SPECIAL SKILLS AND QUALIFICATIONS:

List licenses and skills pertinent to the job.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## *The job application form*

EMPLOYMENT HISTORY: (Begin with present or last employment.)

Employer: \_\_\_\_\_

Address: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Phone: \_\_\_\_\_

Position Title: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Duties: \_\_\_\_\_

Salary: (first) \_\_\_\_\_ (last) \_\_\_\_\_

Employer: \_\_\_\_\_

Address: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Phone: \_\_\_\_\_

Position Title: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Duties: \_\_\_\_\_

Salary: (first) \_\_\_\_\_ (last) \_\_\_\_\_

Employer: \_\_\_\_\_

Address: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Phone: \_\_\_\_\_

Position Title: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Duties: \_\_\_\_\_

Salary: (first) \_\_\_\_\_ (last) \_\_\_\_\_

## The job application form

MAY WE CONTACT YOUR PRESENT AND FORMER EMPLOYERS?

Yes     No

REFERENCES: (exclude relatives)

Name/Title

Business Address/Phone No./Email

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

I CERTIFY THAT THE INFORMATION CONTAINED IN THIS APPLICATION  
IS TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND  
UNDERSTAND THAT ANY FALSE INFORMATION ON THIS APPLICATION MAY  
BE GROUNDS FOR NOT HIRING ME.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## *Things to take on a job hunt*

You may want to make a job kit. Collect a folder of information and materials you might need when looking for a job. Employers and job service offices may ask you to prepare materials to leave with them. Keep copies for yourself. The following should be included in your job kit:

- Pen (blue or black ink) to fill out any forms and a notepad
- Copies of diplomas and/or certificates
- Cover letter** (if appropriate)
- Letters of recommendation (if appropriate)
- Samples of work or materials (if appropriate), such as a portfolio of your best projects if you are seeking a career in such fields as writing, the visual arts, and computer science.
- A completed **sample application form** and/or resume
- Names, phone numbers, and addresses of previous employers and references. Be sure the information you have on your references is current, including the times they can be reached, and that they are expecting calls about you.
- Maps and job information. Driving directions and street maps can be found on the Internet.
- Proof of identity and employment eligibility. One document from Section A or one document from Section B and one from Section C below at the time of hire:
  - A. U.S. Passport
    - Permanent resident card or alien registration receipt card
    - Unexpired foreign passport with temporary I-551 stamp
    - Unexpired employment authorization document with photograph
    - Unexpired foreign passport with unexpired arrival-departure record containing endorsement of nonimmigrant status if it authorizes alien to work for the employer
  - B. Driver's license or ID card issued by a state or outlying U.S. possession, or ID card issued by government agencies or entities with a photograph or information such as name, gender, date of birth, height, eye color, and address
    - School ID card with photograph
    - Voter's registration card
    - U.S. military card or draft record
    - Military dependent's ID card
    - U.S. Coast Guard Merchant Mariner Card
    - Native American tribal document
    - Canadian driver's license

## *Things to take on a job hunt*

For persons under 18 who are unable to present a document listed on the previous page:

- School record or report card
- Clinic, doctor, or hospital record
- Day care or nursery school record

- C. U.S. social security card issued by the Social Security Administration
- Certification of Birth Abroad issued by the Department of State
- Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the U.S. bearing an official seal
- Native American tribal document
- U.S. Citizen ID card
- ID Card for use of Resident Citizen in the U.S.
- Unexpired employment authorization document issued by DHS (other than those in Section A)

*To plan an effective job search:*

- 1. Make a list of what to do each day to look for a job.*
- 2. Call employers to find out the best time of the day to apply. Many agencies schedule their appointments in advance and may not be able to see you.*
- 3. Arrange your schedule so you can arrive promptly.*

## *Things to do before an interview*

An interview is an opportunity to exchange useful information. The interview is also a chance to find out if you would like to work for that organization. Some employers may initially screen applicants with telephone interviews. Once you have a scheduled appointment, prepare yourself to make a good impression.

### **Know yourself, why you want the job, and what you can offer**

- Review your resume.
- Prepare a short list that highlights your strengths. Know your special skills and knowledge that are important to the position, accomplishments, goals, personality traits, valued working conditions, and compensation desired.

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In addition to job qualifications, the following are important:

- a positive attitude,
  - pleasant personality,
  - initiative,
  - flexibility,
  - leadership,
  - creativity,
  - confidence,
  - maturity,
  - ability to work well with others
  - solve problems
- 
- You may want to “google” yourself to check on what others’ web sites say about you and be prepared to deal with inquiries related to it.
  - Describe in detail your

Interests \_\_\_\_\_

Work values \_\_\_\_\_

Accomplishments \_\_\_\_\_

Qualifications \_\_\_\_\_

## *Things to do before an interview*

- List achievements that demonstrate judgment, initiative, teamwork, leadership, and other qualities that are difficult to measure.

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- Rehearse answers to expected interview questions so that you will be concise, focused, and clearly understood. Briefly describe your skills. Have concrete examples. Here is a sampling of questions likely to be asked.
  1. Tell us a little about yourself. Why do you want to work? Why are you unemployed? If you are currently employed, why do you want to change jobs? What are you looking for in your next job? (Be ready to discuss what you can offer.)
  2. Why are you interested in this job? Why are you interested in working for this company? Do you think you are overqualified?
  3. Describe your outstanding accomplishments in past jobs.
  4. What are your strengths for this job? What makes you the best applicant? (Be prepared to support your answers with actual examples.)
  5. What is your major weakness? (Describe a problem and how it was solved.)
  6. In past positions, how did you get along with your coworkers? Describe how you have worked with others to accomplish a task. Describe a time when you tried to persuade others to do something.

## *Things to do before an interview*

7. What type of work do you like to do best? Least? (Be prepared to give a record of your past employment including dates, wages, reasons for leaving, and value of your experience.) Describe an ideal work environment. What did you like best and least about your previous job?
8. Give an example of your ability to work effectively under pressure.
9. Describe a difficult situation you were faced with and how you handled it.
10. What motivates you?
11. Tell us about your education and training.
12. Describe your ideal job and your ideal supervisor.
13. What are your career goals?
14. What type of salary are you seeking?
15. Why should we hire you? (Be prepared to discuss your knowledge, experience, and objectives and how you'll make a difference.)
16. Do you have any questions?

### **Research the job.**

- What are the required tasks, training, and qualities necessary for success on the job? If you need more information about the job, you may want to contact people working in the job for an information interview. You may also want to read the Career Kokua occupational description, talk to family and friends, or do other career exploration activities to learn the job details for your interview.

Tasks: \_\_\_\_\_

Training: \_\_\_\_\_

Qualities: \_\_\_\_\_

## Things to do before an interview

- How do your skills, training and experience make you qualified for the job.

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- Keep a record of the information you find to review as you prepare for your interview.

### Research the company or organization.

1. Check newspapers, directories, annual reports, industry publications, Internet Web sites, job fairs, and company ads.
2. If you know someone who works for the company, arrange for an information-gathering talk with that person.
3. Be familiar with the following:

a. Products or services the firm provides \_\_\_\_\_

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b. Types of jobs \_\_\_\_\_

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c. The company's mission and future plans \_\_\_\_\_

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d. Number of employees \_\_\_\_\_

e. Other organizations they work with \_\_\_\_\_

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f. Competitors \_\_\_\_\_

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## *Things to do before an interview*

- g. Current trends that may affect its business operation \_\_\_\_\_  
\_\_\_\_\_
- h. Employee benefits \_\_\_\_\_
- i. Promotion opportunities \_\_\_\_\_  
\_\_\_\_\_
- j. Other job openings \_\_\_\_\_
- k. Work environment \_\_\_\_\_
- l. Other \_\_\_\_\_  
\_\_\_\_\_

### **List questions that you might want to ask the employer at the interview.**

At the end of the interview the interviewer will ask you if you have any questions. This is frequently the most important question. It will probably determine if you will continue as a job seeker or a job getter. Asking questions demonstrates that you are interested in the position. For some employers it shows that you are resourceful, know how to make informed decisions, and are action-oriented and engaged. If you do not ask questions, many recruiters may wonder if you would avoid asking questions while on the job.

Your questions should be well thought out and prepared before the interview. Do not ask questions that have already been answered during the interview or are on the company's Web site or literature. Your questions show your knowledge about the field and your general level of intelligence.

- Ask pertinent questions to help you learn about the job.
- Avoid asking too many questions about salary and benefits during your first interview or questions that may put the interviewer on the spot. Questions regarding salary and benefits should not be discussed unless the employer brings it up.
- Ask open-ended questions.
- Avoid asking “why” questions.
- Keep questions short.
- Use inclusive language (for example use sales person instead of salesman or work force instead of manpower).
- Ask questions that the interviewer can answer.

## *Things to do before an interview*

The following is a list of questions that you may want to consider. Select questions that you feel comfortable with and which apply to your situation.

1. What are the major responsibilities of the position?
2. What are the day-to-day responsibilities of this job?
3. What will be expected of me in this position?
4. How will one's work will be measured?
5. What challenges would I face in the position as a new employee?
6. How often does the company promote from within?
7. What are the normal work hours I would be expected to work?
8. If hired, how will I be trained?
9. Are there opportunities for advancement? (Avoid asking how soon you will be promoted)
10. What characteristics does a successful person in this company have?
11. Is traveling required in this position?
12. What types of challenges does your company expect to face in the future?
13. When a hiring decision will be made?
14. What makes your company different from others in the same market?
15. What are the company's values and philosophy?

16. Other: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## *Things to do before an interview*

### **Practice interviewing skills.**

- Have a dress rehearsal
- Attend a workshop on interviewing techniques
- Arrange a videotape of yourself with a knowledgeable person who can provide you with feedback.

### **Practice taking tests**

- Brush up on job skills
- Do exercises in areas required for the job.

Prepare yourself to make a good impression. A successful interview requires a professional and well groomed appearance. It also requires that you are pleasant, attentive, enthusiastic, sober, and self-confident.

### **Before the interview:**

- Get a good rest to ensure your alertness and self-confidence
- Know the time, length, and location of the interview
  - Ask about parking. Have coins for metered parking, if necessary.
  - Know the name and title of the person you will be meeting.
  - Ask about the screening process and if you will be taking tests.
  - Arrive for the interview five to 10 minutes early.
- Be sure to have a pen and a notebook that contains
  - copies of your resume
  - names, titles, addresses, and phone numbers of former employers
  - list of references
  - samples of your work and copies you can leave with the employer
  - questions for the interview
  - information about the company
  - identification (social security card, driver's license)
- Be prepared to fill out a job application form if you have not already completed one.
- Put your "best foot forward" to everyone. They may be asked for an opinion of you.

## *Interviewing hints*

### **During the interview:**

- Greet the interviewer(s).  
Be pleasant and enthusiastic.  
Maintain eye contact to convey self-confidence, courtesy, and poise.
- Be on guard about any nervous mannerisms.  
Relax, be yourself, be pleasant, and maintain self-control.  
Keep good posture while sitting and standing.
- Do not chew gum, eat, drink, smoke, wear sunglasses, or use heavy cologne or perfume.  
Turn off cellular phones and pagers.
- Let the interviewer control the interview, but do participate actively.  
Show enthusiasm and positive and serious interest in the job.  
Listen carefully to the questions before answering.  
Request clarification of questions if needed.  
Answer questions honestly, clearly, concisely, and confidently.  
Avoid crossing arms or looking around the room.
- Do not react outwardly to questions that may offend you.  
After difficult questions, remain composed under pressure and use brief moments of silence to your advantage. It gives you time to think.  
If asked about negative events of the past, stress what you learned and how you can now do a better job.
- Relate your experience to the requirements of the position and the organization's needs.  
Never make excuses, criticize former employers and coworkers, underestimate or overestimate your skills and experiences or mention personal problems.
- Be prepared to discuss your ability to:
  - manage time well
  - work with others and independently
  - be reliable
  - take initiative
  - demonstrate emotional maturity

## *Interviewing hints*

- If the interviewer does not offer you the job or say when they will call you, ask when a decision will be made.
- Thank the employer for considering you.  
If you are interested in the job, let the interviewer know.  
Be as confident in leaving as you were in arriving.  
Leave the interviewer with a positive impression of you.

Review the following points that an interviewer should know about you after an interview. Make sure you are prepared to cover these points:

- Your abilities, interests, talents, creativity, leadership, education, and work experience
- Your past job performance
- Your career goals and reasons for making a job or career change
- Your ability to work well with others in providing customer service or as part of a team or independently (depending on job)
- Your level of motivation
- Your ability to follow instructions and to complete a job well and on time
- How you react to situations and your ability to adjust to changes in the work environment, work under pressure, and solve problems.

*Send a thank you note to the interviewer to thank him/her for the opportunity to interview.*

- 1. Include the position name and date of the interview and what you learned.*
- 2. Indicate your continued interest in the job.*
- 3. At this time, you may also supply information that you may have forgotten at the interview.*
- 4. Depending on the employer and job, you may prefer to send it by mail, by fax, or by e-mail.*

## *After the interview*

If you are not contacted within the time specified by the interviewer or if no reply is mentioned, call your interviewer after two or three days to find out if the job was filled. If you were not chosen, politely find out why in order to help you understand how you can do better in your job search. If you are not hired, don't be discouraged. Many applicants receive rejections during their job search.

1. Consider it a valuable learning experience from which to take positive action.
2. Seek out a friend and talk to him/her about your progress.

Prepare for future interviews by critically reviewing your past interview.

1. Re-examine your job search plan.  
Make a list of specific ways in which you can improve.  
Look for ways to improve your cover letter, your resume, and your interviewing skills.  
Review your career plans and goals to see whether they are well thought-out.
2. Plan your next step.  
Avoid taking long breaks during your job search.  
Look into other job opportunities where your skills, values, and interests might fit.  
Try to maintain a positive attitude for your next interview.
3. Consider taking workshops, courses or seminars to improve your skills. It may be helpful to:
  - a. Take computer classes,
  - b. Read about trends in your field of interest,
  - c. Do volunteer or part-time work to gain work experience.

Keep a record of your employment contacts, dates of interviews, and your follow-up action. You may want to use the following sample chart.

*After the interview*

NAME ORGANIZATION ADDRESS PHONE	MATERIALS GIVEN/DATE	INTERVIEW DATE/ COMMENTS	FOLLOW-UP NEEDED	OUTCOME/ COMMENTS

When you do have a job offer, it is a good idea to review the information in the next section on Improving Yourself to keep your job.

## *Improving yourself*

### **Keep on learning**

After completing school, many people think they are finished with their education. Learning always takes place, even though we may not be aware of it at the time it happens. Every time you master a new task, you have learned something new. Experts come in all forms. Fellow employees, your supervisor, and the company or organization's trainer are all experts in their own fields. Some have formal degrees, some have experience, some have common sense, and some have different combinations of all of these.

The employment contract with companies is different now than it was twenty years ago. People used to count on working for one employer for many years, often until retirement. That company would decide when, where, how, and if you needed training. Now the employment relationship is not as stable. As a result, companies are no longer committed to helping you develop the skills necessary for advancement.

You should think of yourself as working for "My Career, Incorporated". You need to insure that your product, YOU, has the best competitive advantages available. You have to make training decisions for yourself.

### **Assess yourself**

Skills can come from all aspects of your life, not just work or school. For instance, many parents have organizing skills, since they need to juggle many schedules at once. You may have learned skills through belonging to groups or from hobbies you pursue. List all the things you know how to do and how well you can do them. What are your strongest skills? What skills are you most interested in developing?

### **Assess your job-related skills**

Each job requires skills related to that particular job. Some job-related skills can be learned quickly, while others may take years of training. Look at the job you hold now and the job you want to hold in the next few years. Make a list of the skills needed for these two jobs. Rate the skills in terms of their importance. Compare your job-related skills assessment to your skills assessment. How many skills needed for these two jobs do you currently hold? How many skills don't you have? These are the skills you need to develop.

## *Improving yourself*

### **Decide where to get training**

So far you have looked at the skills you now hold and the skills you need to improve or obtain. Now you need to decide where to get this training. Keep in mind that you may need proof that you have these new skills. Some skills need objective assessments from approved sources (like a degree, or certificate from an existing school). Some skills just need a demonstration that you have mastered them. The time it takes, as well as any money you spend, should be taken into consideration when deciding where to pursue your training.

### **Company training department**

Depending on its size, your company may have its own training department. They often have regular training workshops scheduled. Workshops may cover tasks common to many jobs or specialized tasks in jobs that have many employees. Your employment record will show that you attended this training. Your company values training that is tailored specifically to the company's needs. You will also have a chance to interact with other people who are trying to learn the same skills as you are. You can pick up tips not only from the workshop leader, but also from the other workshop participants.

### **Schools and other training providers**

Many community colleges, universities, as well as other training providers, offer courses that can help you learn more skills for your job. Continuing education courses are often scheduled in the evenings or on weekends. Many computer equipment and supply stores offer computer software courses. Make sure that the outside source you choose to provide you with new skills is legitimate and accredited. Going to school is not only an investment of your time, but also your money. Make sure you will get value for the efforts you are making. Remember that any training depends on your attitude. Be open to learning and you can surprise yourself with the new skills and abilities you obtain.

### **Career Kokua**

[Career Kokua](#), the Hawaii Career Information Delivery System, can be used in many ways. Explore occupations and find out the skills needed and the training related to each. You can then find a list of the schools and training providers in the state that offer that particular training. Use the Local Schools file or the [Hawaii Consumer Report Card System](#) to develop a list of providers that offer training in the program of study you want. The Skills Career Assessment can give you lists of occupations that use job-based skills.

### **Internet**

You can explore training opportunities on the Internet. Some colleges are experimenting with learning on-line. In addition, a search on the Internet may assist you in finding providers of training, both on-line and at their own campuses.

## Improving yourself

### **Books**

You can explore self-help books at your public library or local bookstores. You can browse during hours of operation. If there are several books that are written on your topic, pick the right one for you by looking at how it is organized (the table of contents). Then pick random pages throughout the book and read them. Select the book that seems the most understandable to you.

### **Coworkers**

If you do not need official proof that you have learned a new skill, you can learn skills from your coworkers. Make sure you let them know that you want to learn the skill from them. They will be more instructive and will be more willing to help you.

### **Outside interests or groups**

Membership groups or professional and trade associations sometimes offer training. The offerings are provided at regular or special meetings or at larger conventions. If you belong to such an association through your work or through your own initiative, take advantage of any training they may offer. These workshops often offer introductions to cutting edge technology, new products, and innovative practices.

It is good to have an idea about what you want to be doing in one, five, ten, and twenty years. This is called a career plan or path. There are three main parts:

- Understanding the skills, abilities, and experiences you have (the present);
- Determining the skills, abilities, and experiences you would like to have (the future);
- Deciding what you need to do to obtain those skills, abilities, and experiences (the plan or goals).

You can use any of the sources listed above to develop a plan that will take you from the skills and experiences you already hold to the job you want. Explore all your options.

After you have worked in your job for quite a while and have become very good in accomplishing your duties, your employer may consider you to fill another job. Many times this new job will require a higher skill level, demand more responsibility, and provide a higher wage than your current job. This is a promotion.

You need to be aware of opportunities at your place of business or in other businesses in that industry. This means you need to know what kinds of jobs your employer has. When an opportunity arises, apply for it. Sometimes your employer or supervisor will ask you to apply because you perform your job duties so well. This option does not happen very often.

## *Improving yourself*

### **Sources of occupational information**

Your employer's personnel or human resources department should have a listing of all the jobs in that company. They are a good resource for you when you are thinking of promotions. If they know you feel you want a promotion and like the work you do, they can recommend you when their managers ask for new workers.

### **Get that promotion**

To be promoted, it helps to have a good track record. That is, you should be doing your current job well and you should show good working habits. You also need to convince the people making the decisions about a higher-level job that you are a strong candidate and that you have the ability to learn new skills required by the new job. Many companies hire new people for entry-level jobs. They will promote those employees who show good working habits, do well at entry-level jobs, and adapt to change. Such traits reduce the training period needed for learning higher-level jobs.

Here are some extra things you can do to help you get ahead:

- Start early and be willing to stay late
  - Get to work a few minutes early. Use this time to list what you plan to get done that day;
  - Be willing to stay late to meet an important deadline.
- Dress and groom for a promotion
  - Dress and groom as if you work at the level you hope to reach next;
  - Even when your coworkers or supervisors see you away from work, present the image you want for yourself at work.
- Ask for more responsibility
  - Look for ways to learn new things at your job;
  - Volunteer to help out in ways you feel will make you more valuable to the organization;
  - Let your supervisor know that you want to move up;
  - Ask for advice about what you can do to be more valuable to the organization.
- Ask for training
  - Get as much training as possible. If the training sounds interesting but is outside of your job responsibilities, request it anyway;
  - Define the type of training you need to do your job better, and look for it outside the organization. Explain to your supervisor how the training will help the organization. Ask for help in finding the best training source.

## Improving yourself

- ❑ Ask for an evaluation
  - Arrange a meeting with your supervisor to discuss your progress;
  - Ask how you can be more valuable to the organization;
  - Request special assignments to help develop your skills;
  - Before you leave the meeting, ask for a specific future date to go over your progress and what you have to do to get the promotion.
- ❑ Take on difficult projects
  - Do more than what is expected of you;
  - Look for projects that you think you can do well and that would benefit the organization.
- ❑ Get measurable results
  - Keep records of what you work on;
  - Look for ways to present what you do in numbers to your supervisor, such as dollars saved, percentage of sales increased, number of persons served.

### **Work accomplishment notebook (career portfolio)**

Think about your current job and jobs you have held in the past. Make a record of what you have done and accomplished in a journal or notebook. Include samples or examples of all your work. Keep records of all your previous raises and promotions. List special projects or teams you have worked on. Write down the results you obtained through your work. Put in disks that include your computer work, with examples of projects using various types of software. Keep commendations and letters of recommendation in your portfolio. If you have obtained new skills, include proof of attainment. Use this portfolio as a marketing tool to justify a raise or promotion for yourself.

### **Know your employer's organization**

You can succeed much more easily in your job if you know your employer's purpose and structure. You can find out by asking your supervisor, by asking the personnel manager, by asking your coworkers, by looking at the web page for your company, and by reading the company's annual report.

### **Employer's purpose**

This is often called a mission statement. It states why your employer is in business. The more you know about that purpose, the more you understand how your job supports your employer's purpose. As your understanding increases, then the purpose of your position becomes clearer. This knowledge can help you be a more productive employee. You may receive higher pay for your increased output. If you know the focus of the employer, then you can better understand how to fit into the company environment. This can help you increase your own productivity and may, in the long run, lead to an increase in your value as an employee and help you stay employed.

## Telephone numbers at a glance

Department of Labor and Industrial Relations	
Director's Office . . . . .	808-586-8844
Unemployment Insurance	
Unemployment Insurance TeleClaim Number . . . . .	808-643-5555
Unemployment Insurance Weekly Filing Number . . . . .	808-643-2222
Unemployment Insurance Toll Free Number . . . . .	1-877-215-5793
Unemployment Insurance Office . . . . .	808-586-9070
Honolulu Claims Office . . . . .	808-586-8970
Waipahu Claims Office . . . . .	808-675-0030
Hilo Branch Office . . . . .	808-974-4086
Kona Branch Office . . . . .	808-322-4822
Maui Branch Office . . . . .	808-984-8400
Kaunakakai Claims Office . . . . .	808-553-1750
Kauai Branch Office . . . . .	808-274-3043
Workforce Development	
Honolulu Office . . . . .	808-586-8700
Waipahu Office . . . . .	808-675-0010
Kaneohe Office . . . . .	808-233-3700
Kapolei Office . . . . .	808-692-7630
Hilo Office . . . . .	808-981-2860
Kona Office . . . . .	808-327-4770
Maui Office . . . . .	808-984-2091
Kaunakakai Office . . . . .	808-553-1755
Kauai Office . . . . .	808-274-3056
Department of Human Services	
Director's Office . . . . .	808-586-4997
Information . . . . .	808-586-4882
Department of Hawaiian Home Lands	
Chairman's Office . . . . .	808-586-3801
Information . . . . .	808-586-3840
Department of Business Economic Development and Tourism	
Director's Office . . . . .	808-586-2355
Information . . . . .	808-586-2423
Department of Human Resources Development	
Director's Office . . . . .	808-587-1100
Department of Health	
Director's Office . . . . .	808-586-4400

## Career information web sites

**America's Career InfoNet** . . . . . [www.acinet.org/acinet/default.asp](http://www.acinet.org/acinet/default.asp)

Provides wage and employment trends, occupational requirements, state-by-state labor market conditions, millions of employer contacts nationwide, and an extensive on-line career resource library.

**Career Kokua** . . . . . [www.careerkokua.org](http://www.careerkokua.org)

Hawaii's computerized system of localized, current career and related educational information essential for sound career decision making. Career Kokua provides career assessments, detailed information on over 90% of all of the employment in Hawaii, and related training and educational information.

**O\*NET, the Occupational Information Network** . . . . . <http://online.onetcenter.org>

O\*NET is the nation's primary source of occupational information. It is a comprehensive database of worker attributes and job characteristics.

**Occupational Outlook Handbook** . . . . . [www.bls.gov/oco/](http://www.bls.gov/oco/)

The Occupational Outlook Handbook is a nationally recognized source of career information, designed to provide valuable assistance to individuals making decisions about their future work lives. Revised every two years, the Handbook describes what workers do on the job, working conditions, the training and education needed, earnings, and expected job prospects in a wide range of occupations.

## Coping with job loss web sites

**AARP** . . . . . <http://www.aarp.org/>

A nonprofit, nonpartisan membership organization that helps people 50 and over improve the quality of their lives. Type "job loss" in the search box for helpful information.

**About.com** . . . . . <http://www.about.com/>

Provided by The New York Times, About.com is an online neighborhood of helpful experts in the form of over two million original articles, recipes, product reviews, videos, tutorials and more. Type "job loss" in the search box for a list of helpful articles.

**AFL-CIO** <http://www.aflcio.org/issues/jobseconomy/unemployment/checklist/index.cfm>

The American Federation of Labor and Congress of Industrial Organizations (AFL-CIO) is a voluntary federation of 56 national and international labor unions. The index provided here provides strategies, techniques and tools for unemployment.

**Department of Labor & Industrial Relations** . . <http://hawaii.gov/labor/rapidresponse>

Information from Hawaii's Rapid Response team assembled to assist you in understanding the procedures you must follow to obtain benefits under the various employment laws.

 Sources of information

**IRS** . . . . . <http://www.irs.gov/newsroom/article/0,,id=201853,00.html?portlet=6>

The “What Ifs” of an Economic Downturn. The Internal Revenue Service recognizes that many people may be having difficult times financially. There can be a tax impact to events such as job loss, debt forgiveness or tapping a retirement fund.

**USDOL** . . . . . <http://www.dol.gov/>

The U.S. Department of Labor takes its responsibility to help America’s workers cope with the current economic challenges very seriously. The Employment and Training Administration (ETA) offers employment-related assistance to workers impacted by layoffs to improve their re-employment prospects and prepare for job transitions. The Employee Benefits Security Administration (EBSA) provides information on health and retirement benefit rights to help American workers make decisions regarding their health coverage in case of job loss.

*Labor market information web sites*

**Bureau of Labor Statistics (BLS)** . . . . . <http://stats.bls.gov/>

Information about the economy, prices, employment and unemployment, compensation and working conditions.

**Hawaii Workforce Informer (HIWI)** . . . . . [www.hiwi.org](http://www.hiwi.org)

One of the State of Hawaii’s DLIR R&S Office’s web sites, HIWI is a source for information on wages, unemployment, employment, jobs, and more. The information is provided to help users make informed decisions.

*Training provider web sites*

**Career Kokua** . . . . . [www.careerkokua.org](http://www.careerkokua.org)

Go to the Education and Training Channel for information on training programs and the licensed local postsecondary schools and training providers that offer degree and certificate programs on each island.

**Kumu A’o, Hawaii Consumer Report Card System** . . . . . [www.hawaiicrcs.org](http://www.hawaiicrcs.org)

Kumu A’o is the Hawaii Consumer Report Card System which provides current information to help consumers make informed decisions about the training providers and training programs in Hawaii. It also provides the State of Hawaii’s list of WIA eligible training providers.

## Job search web sites

**Department of Human Resources Development (DHRD)** . . . . . <http://hawaii.gov/hrd>

Information about job opportunities within Hawaii state government.

**HireNet Hawaii** . . . . . [www.hirenethawaii.com](http://www.hirenethawaii.com)

A web site with Hawaii jobs and employment information. Employers can post their job listings and job seekers can post their resumes.

**USAJobs**. . . . . <http://www.usajobs.opm.gov/>

The official jobs site of the United States Federal Government. You can explore the 15,545 Federal jobs in the USAJOBS database and create and store a resume for applying to Federal jobs.

**VetCentral**. . . . . <http://www.jobcentral.com/vetcentral>

A program that distributes federal contractor listings to appropriate employment service delivery systems. Qualified covered veterans are given priority in referrals to such job openings.

## *Additional web sites with related information*

**Alu Like** . . . . . <http://www.alulike.org/>

ALU LIKE, Inc. is a private, non-profit service organization that assists Native Hawaiians in their efforts to achieve social and economic self-sufficiency. ALU LIKE, Inc. has a comprehensive range of services and activities to fill identified needs in the Native Hawaiian community, including community economic development, business assistance, employment preparation, training, library services, educational and childcare services for families with young children.

**Big Island Workplace Connection**. . . . . <http://www.1stop4youths.com/>

Hawaii County Workforce Investment Board's web site designed to help youths, interested parents, supportive educators, and youth service providers with resources to meet the growing employment and educational needs for all youths in Hawaii.

**City and County of Honolulu** . . . . . <http://www.co.honolulu.hi.us/main/government/>

The official web site of the City and County of Honolulu. Also available are on-line information and services.

**County of Hawaii** . . . . . <http://www.hawaii-county.com/>

Information about the various departments and services for the County of Hawaii.

**County of Kauai** . . . . . <http://www.kauai.gov/>

Information about Kauai County agencies related to government activities, business, and tourism.

 Sources of information

**County of Maui** . . . . . <http://www.co.maui.hi.us/>  
The official home page of the County of Maui. The County of Maui also encompasses the islands of Molokai, Lanai, and Kahoolawe.

**Department of Business, Economic Development & Tourism** . <http://hawaii.gov/dbedt>  
Information for small business, the Hawaii State Data Book, and other data, statistics, and publications.

**Department of Commerce & Consumer Affairs** . . . . . <http://hawaii.gov/dcca/>  
Information about the department’s divisions and information for consumers.

**Department of Labor & Industrial Relations** . . . . . <http://www.hawaii.gov/labor>  
Information about the department’s services and divisions including an on-line phone directory.

**FedStats** . . . . . <http://www.fedstats.gov/>  
The gateway to statistics from over 100 U. S. federal agencies.

**Hawaii State Government** . . . . . <http://stayconnected.hawaii.gov/>  
The portal to the State of Hawaii’s electronic gateway.

**LO’IHI** . . . . . <http://hawaii.gov/labor/rs/>  
Labor and Occupational Information Hawaii. One of the State of Hawaii’s DLIR Research and Statistics Office’s web sites that provides information that can help with research, business planning, job search, and career decisions.

**Oahu WorkLinks** . . . . . <http://www.honolulu.gov/dcs/workhawaii/>  
Oahu’s One Stop job centers web site for employers and job seekers

**US Census Bureau** . . . . . <http://www.census.gov/>  
The US Census Bureau’s web site which provides data about the nation’s people and economy.

**WorkWise Kauai** . . . . . <http://www.workwisekauai.com/>  
Kauai’s One Stop Job Center web site

It is the policy of the Department of Labor and Industrial Relations that no person shall on the basis of race, color, sex, marital status, religion, creed, ethnic origin, national origin, age, disability, ancestry, arrest/court record, sexual orientation, and National Guard participation be subjected to discrimination, excluded from participation in, or denied the benefits of the department's services, programs, activities, or employment.

## *Information for Hawai‘i’s workers*

- ❖ **Coping with job loss**
- ❖ **What to do about health care and other benefits**
- ❖ **Filing for unemployment insurance claims**
- ❖ **Job search tips**

